

**WHAT IS CLAIMED:**

35  
A1

1. A method of visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said method comprising the steps of:

obtaining a recording of calls recorded from end to end;

annotating events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the call;

segregating time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events; and

tabulating the timings by call type and preparing bar graphs to illustrate the timings of the predetermined significant events for each call type.

2. A method according to Claim 1, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

3. A method according to Claim 1, wherein call types are categorized by call dispositions of the plurality of recorded calls.

4. A method according to Claim 1, wherein call types are categorized by final destinations of the plurality of recorded calls.

5. An apparatus for visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said apparatus comprising:

means for obtaining a recording of calls recorded from end to end;

means for annotating events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the call;

means for segregating time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events; and

means for tabulating the timings by call type and preparing bar graphs to illustrate the timings of the predetermined significant events for each call type.

6. An apparatus according to Claim 5, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

7. An apparatus according to Claim 5, wherein call types are categorized by call dispositions of the plurality of recorded calls.

8. An apparatus according to Claim 5, wherein call types are categorized by final destinations of the plurality of recorded calls.

9. A system for visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said system being operable to:

obtain a recording of calls recorded from end to end;

annotate events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the recorded call;

segregate time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events; and

tabulate the timings by call type and preparing bar graphs to illustrate the timings of the predetermined significant events for each call type.

10. A system according to Claim 9, wherein the significant events include a caller entering the IVR portion,

a caller being placed on hold, and a caller being transferred to a live agent.

11. A system according to Claim 9, wherein call types are categorized by call disposition of the plurality of recorded calls.

12. A system according to Claim 9, wherein call types are categorized by final destinations of the plurality of recorded calls.

13. A computer program product embodying a program for implementing a method of visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said computer program product comprising:

code for obtaining a recording of calls recorded from end to end;

code for annotating events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the call;

code for segregating time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events; and

code for tabulating the timings by call type and preparing bar graphs to illustrate the timings of the predetermined significant events for each call type.

14. A computer program product according to Claim 13, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

15. A computer program product according to Claim 13, wherein call types are categorized by call dispositions of the plurality of recorded calls.

16. A computer program product according to Claim 13, wherein call types are categorized by final destinations of the plurality of recorded calls.